

We are looking towards the future

The Strategic Sustainability Plan is a solid, cross-cutting roadmap with a positive impact that, through its seven strategic lines, guides the advancement of Aqualia's purpose and ensures the wellbeing and progress of people and communities by providing a public service: sustainable water management.



A DYNAMIC DOCUMENT.



BASED ON A PROCESS OF ACTIVE LISTENING TO THE STAKEHOLDERS.



WITH AN INTEGRATING BOTTOM-UP FOCUS.



THAT IDENTIFIES IMPORTANT ESG ISSUES.



AS AN EXPRESSION OF COMMITMENT TO THE SDGs.



WITH IMPACT ON AQUALIA'S DECISION-MAKING.

Aqualia's strategic lines

- Aqualia activity
- Cross-functional lines
- Driving lines



SL7 PARTNERSHIPS FOR THE GENERATION OF POSITIVE IMPACT

This line establishes mechanisms to create alliances that generate a positive impact from collaborative leadership. Aligned with global challenges and contribution to the SDGs.

PROJECTS

- P1** Tariff mechanisms to guarantee access to water and sanitation.



SL6 STRATEGIC COMMUNICATION

Its development highlights the performance of Aqualia and connects the different realities and contexts of the company.

PROJECTS

- P1** Build an annual communication plan to engage stakeholders through storytelling, across categories, that is consistent with Aqualia's purpose and the priority SDGs.
- P2** Raise awareness, internally and externally, about the objectives of the communication plan through the pedagogical role of the brand.



SL5 ETHICS AND COMPLIANCE

From this strategic line, we seek to convey to the entire company and the supply chain the culture and values of Aqualia.

PROJECTS

- P1** Development of the compliance model.
- P2** Training and awareness about ethical culture.
- P3** Raising awareness on ethical culture in our relationships with third parties.
- P4** Ethical culture in the supply chain, supplier approval.



SL1 CLIMATE EMERGENCY AND CARE FOR THE PLANET

Its purpose is to activate initiatives to adapt Aqualia to climate change and reduce the impact on biodiversity.

PROJECTS

- P1** Reduction of water consumption.
- P2** Energy optimisation and reduction of emissions.
- P3** Promotion of the circular economy.
- P4** Ecosystem protection and restoration. Biodiversity.
- P5** Technological transfer of solutions obtained as part of R&D projects to production.



SL2 TECHNOLOGY FOR INTEGRATED MANAGEMENT

Focus on the implementation of digitalisation throughout the end-to-end water cycle for efficient management.

PROJECTS

- P1** Omnichannel customer service.
- P2** Asset management and maintenance.
- P3** Water analytics (aWA).
- P4** App Be Aqualia.
- P5** Cybersecurity.



SL3 PEOPLE MANAGEMENT

This line guides our work towards the physical and emotional wellbeing of people, and generating a sustainable organisational identity.

PROJECTS

- P1** Raising awareness about equality and diversity.
- P2** Be talent/training.
- P3** Improvement of the employee's experience.
- P4** Zero harm to workers.
- P5** Holistic health project.



SL4 FINANCIAL AND BUSINESS STRATEGY

Its purpose is to achieve sustainable growth, based on reasonable profitability criteria and the integration of its capabilities in the value chain.

The development and objectives of this strategic line are defined in Aqualia's Strategic Business Plan.

